

SINGLE FAMILY CONNECTIONS: PREPARING FOR A LOSS OF WATER SERVICE



The City of Everett's water transmission lines are the backbone of the regional water system and provide drinking water to about 75 percent of Snohomish County. Sometimes a transmission line must be taken out of service for maintenance. When that happens, customers can be without water for several days.

If you are served directly from a water transmission line, it is important that you not use water during a shutdown. Doing so can depressurize your plumbing and cause problems when service is restored. The key to weathering a shutdown is to plan ahead to make sure that you have sufficient water to meet your everyday needs.



PLANNING YOUR WATER NEEDS

The average home uses 80 to 100 gallons per person per day for drinking, washing, cooking, flushing toilets and other uses. So, the first step in preparing for a shutdown is to plan how much water will be needed for necessities.

Drinking water – Purchase bottled water prior to the shutdown—a minimum of one gallon per person per day. If you have household pets, add them to the calculation.

Flushing toilets – Prior to the shutdown, fill a bathtub with water for flushing toilets. If you don't have a tub, fill several large containers. Figure around five flushes per person per day and a gallon or two per flush.

Personal hygiene – Store water in sanitary food grade containers prior to the shutdown for hands/face washing, sponge baths and brushing teeth (look for 1,2,4 or 7 in the triangular recycle symbol on the bottom of the container). Figure at least one gallon per person per day.

Cooking – Plan menus ahead of time to minimize the water needed during the shutdown. If food requires rinsing/cleaning, prepare it ahead of time. If water will be needed for cooking, purchase additional bottled water.

Dishes – Consider using paper plates and postponing washing pots, pans and utensils until after the shutdown. Otherwise, you'll need to store several additional gallons of water in sanitary food grade containers for dish washing.

Animals – If you have livestock or farm animals, water them and make sure troughs are filled prior to the shutdown.

In preparation for loss of service, consider how you use water for daily activities:

Drinking

Cooking

Washing

Cleaning

Brushing teeth

Flushing toilets

Providing for animals



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ADDITIONAL STEPS TO PROTECT YOUR PLUMBING SYSTEM

Close toilet valves and only flush when necessary.

Cover or mark faucets as a reminder not to use them.

Shut off the valve on your water heater to avoid running it dry.

Do not use clothes washers, dishwashers or other water appliances.

Do not use outside hose bibs.

RETURN TO SERVICE

Once the shutdown is concluded, do the following to bring your water system back into service:

1. Go to an outside hose bib or cold-water faucet in a bathtub and let the water run for several minutes until all air is out of the line and the water is clear.
2. Repeat for each individual cold-water faucet inside your home. This could take up to 30 minutes.
3. Turn toilet valves and your hot water valve back on (if they were turned off).
4. If you have trouble or concerns about your water or quality, call Everett Public Works Dispatch at **425-257-8821**.

Resources:

During a transmission line shutdown, we keep our website dated with the latest project information.

Visit everettwa.gov/TLM for the latest project information, to follow the progress of the work and to sign up for the “Everett Public Works – Transmission Line Maintenance” news flash.

If you have questions prior to a shutdown, contact Everett’s 24-hour Dispatch at 425-257-8821 or fill out an [online service request](#) . If need assistance during a shutdown, call our 24-hour call line at **425-257-8821**.

